

ASHFORD GLEN HOMEOWNERS' ASSOCIATION

The following procedures have been adopted by the Board of Directors effective February 1, 2022
Please place this document with your Declaration and Bylaws.

I. COMPLAINT PROCEDURE

- A. Complaints concerning any alleged violations must be made to the Management Company in writing and must be signed by the individual filing the complaint. Violation reports via email with an email signature line are acceptable.
- B. Reports of alleged violations should include the alleged violator's name or specific units address (both if available) and a detail description of the alleged violation, i.g. date, time, location, pictures.
- C. The Board of Directors and/or the Management Agent will correspond with the alleged responsible Unit Owner after receipt of each complaint and a reasonable effort will be made to correct the violation.
- D. If reasonable efforts to effect compliance are unsuccessful, the responsible Unit Owner will be subject to sanction in accordance with the assessment provisions contained in the following Section II, Enforcement Procedures and Assessments for Rule Violations.

II. ENFORCEMENT PROCEDURES AND ASSESSMENTS FOR RULES VIOLATIONS

- A. The Unit Owner shall be responsible for any violation of the Declaration, Bylaws or Rules and Regulations by the Unit Owner, guest(s), or the residents, including tenants and employees, if any, of his or her Unit.
- B. Notwithstanding anything contained in these Rules and Regulations, the Board shall have the right to proceed, immediately or otherwise, with legal action for any violation of the Association's governing documents, as the Board, in its sole discretion may determine. The entire cost of effectuating a legal remedy to impose compliance, including court costs and attorneys' fees, shall be added to the account of the responsible Unit Owner.
- C. All costs for extra cleaning and/or repairs stemming from any violation also will be added to the responsible Unit Owner's account.
- D. In addition to any other action and in accordance with the procedure outlined in Section E below, actual damages and/or an enforcement assessment of up to, but not exceeding \$50.00 per occurrence, or if the violation is of an ongoing nature, per day, may be levied by the Board against a Unit Owner in violation.

- E. Prior to the imposition of an enforcement assessment for a violation, the following procedure will be followed:
- i. Written notice(s) will be served upon the alleged responsible Unit Owner specifying:
 - a) A reasonable date by which the Unit Owner must cure the violation to avoid the proposed charge or assessment;
 - b) A description of the Association Property damage or violation;
 - c) The amount of the proposed charge and/or enforcement assessment; and
 - d) A statement that the Unit Owner has a right to, and the procedures to request, a hearing before the Board to contest the proposed charge and/or enforcement assessment.
- F. To request a hearing, the Unit Owner must mail or deliver a written "Request for a Hearing" notice which must be received by the Board not later than the tenth day after receiving the notice required by Item 5a above.
- i. If a Unit Owner timely requests a hearing, at least seven days prior to the hearing the Board shall provide the Unit Owner with a written notice that includes the date, time and location of the hearing. If the Unit Owner fails to make a timely request for a hearing, the right to that hearing is waived, and the charge for damages and/or an enforcement assessment will be immediately imposed; and
 - ii. At the hearing, the Board and alleged responsible Unit Owner will have the right to present any evidence. This hearing will be held in Executive Session and proof of hearing, evidence or written notice to the Unit Owner to abate action, and intent to impose an enforcement assessment shall become a part of the hearing minutes. The Unit Owner will then receive notice of the Board's decision and any enforcement assessment imposed within thirty (30) days of the hearing.
- G. The Association may file a lien for an enforcement assessment and/or damage charges that remain unpaid for more than ten (10) days.